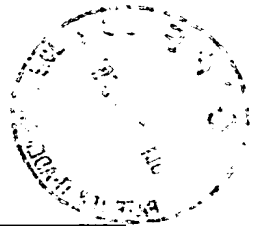
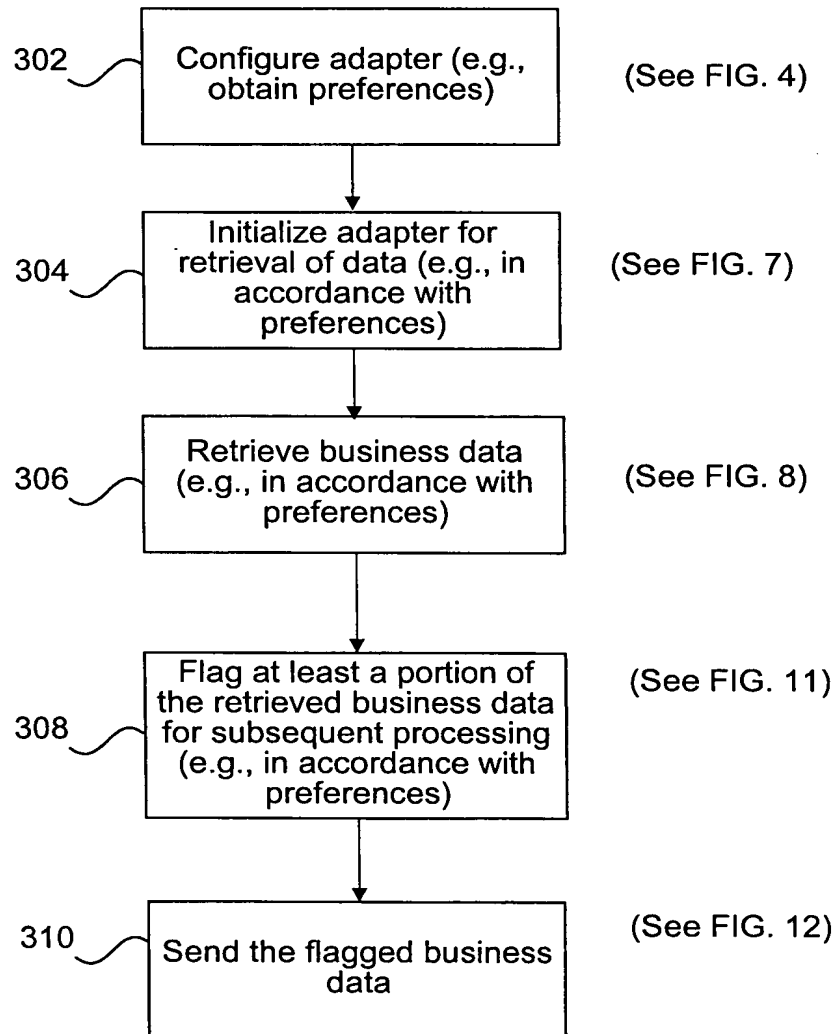
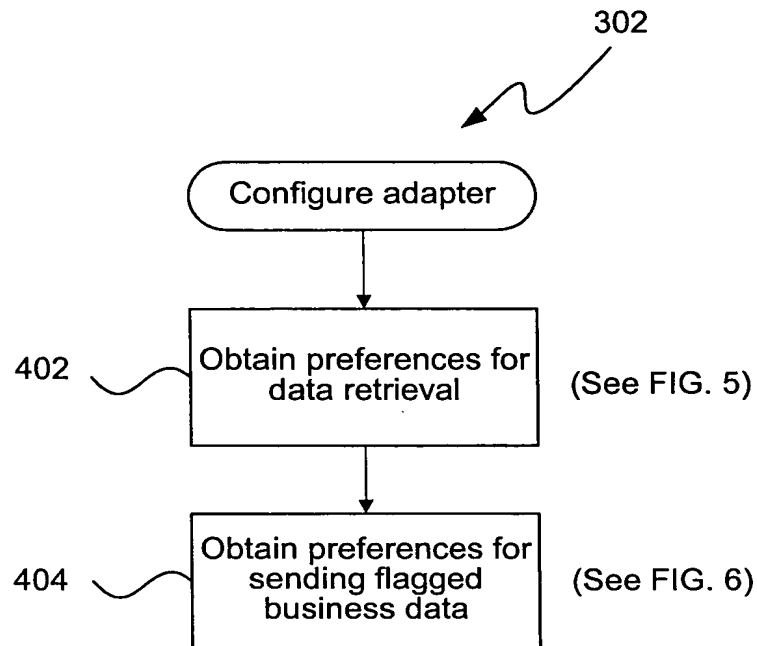
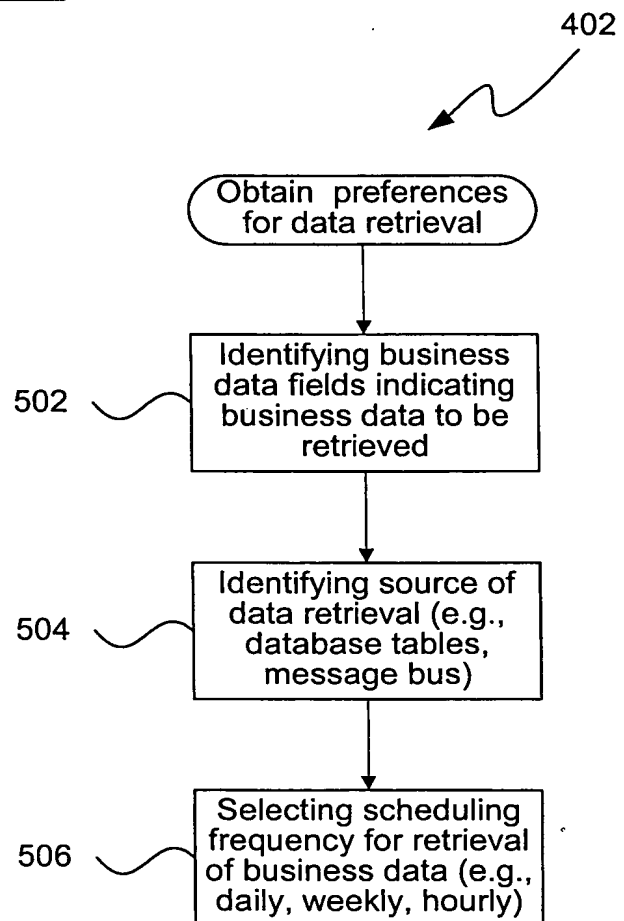
**FIG. 1**



Customer ID	← Business attribute #1	204	} 202
Order #	← Business attribute #2	206	
Ship date	214		
SKU1			
Number of orders for SKU1	← Business metric #1	210	} 208
Inventory level for SKU1			
SKU2			
Number of orders for SKU2	← Business metric #2	212	
Inventory level for SKU2			
.			
.			
.			

FIG. 2**FIG. 3**

**FIG. 4****FIG. 5**

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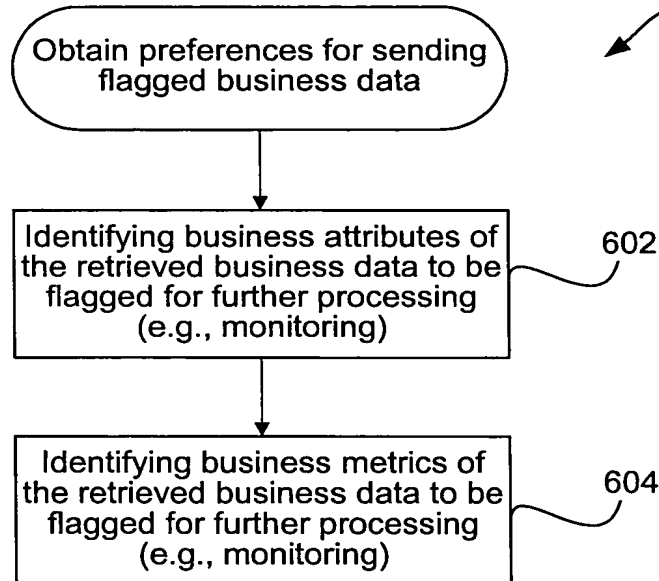


FIG. 6

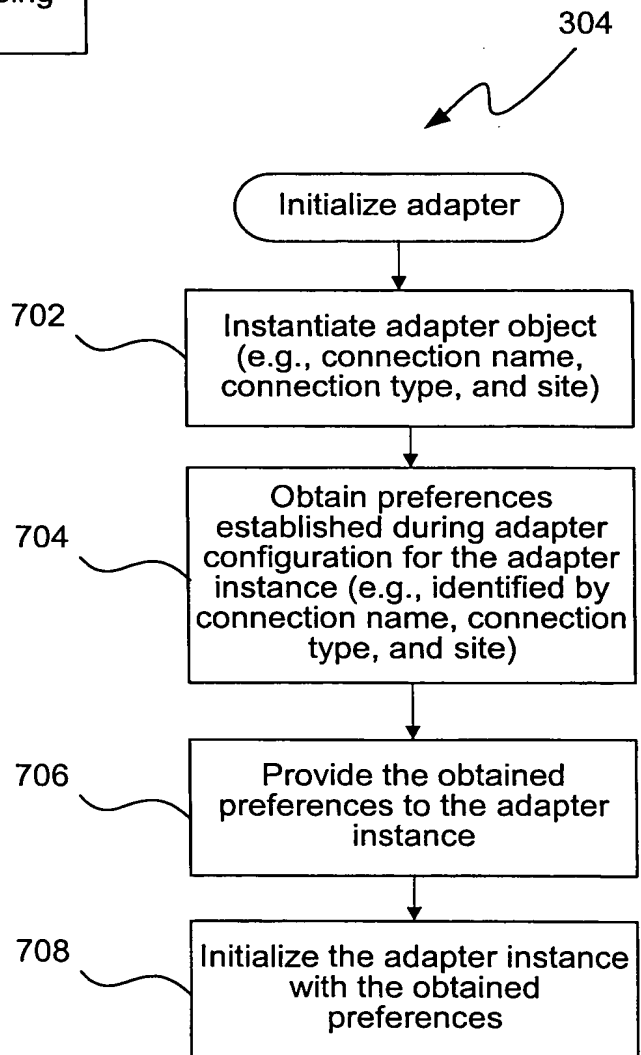
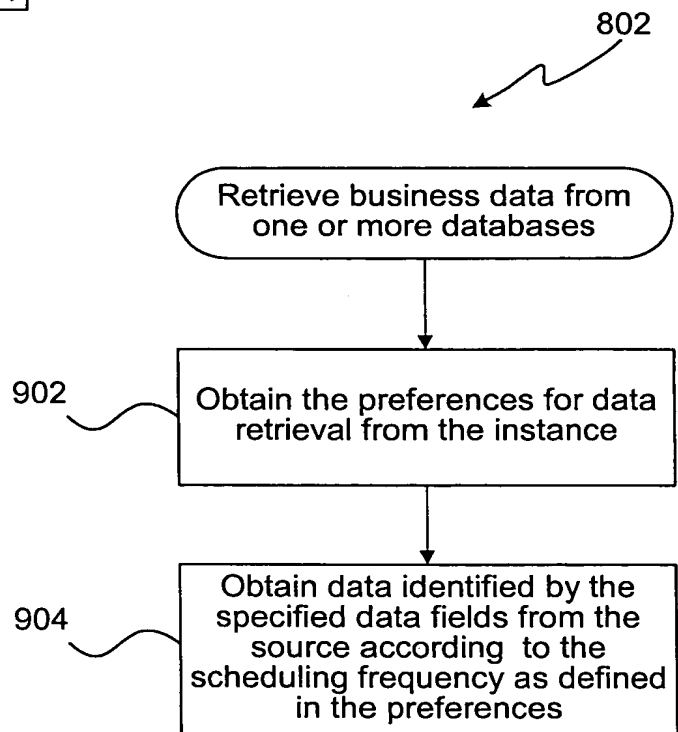
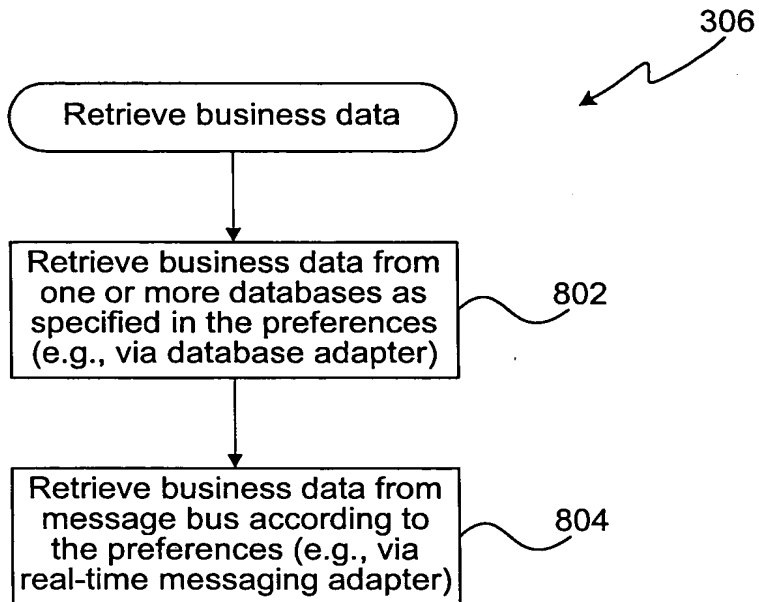
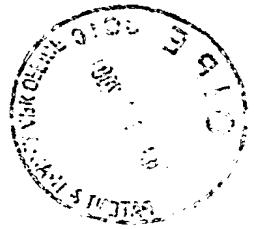


FIG. 7



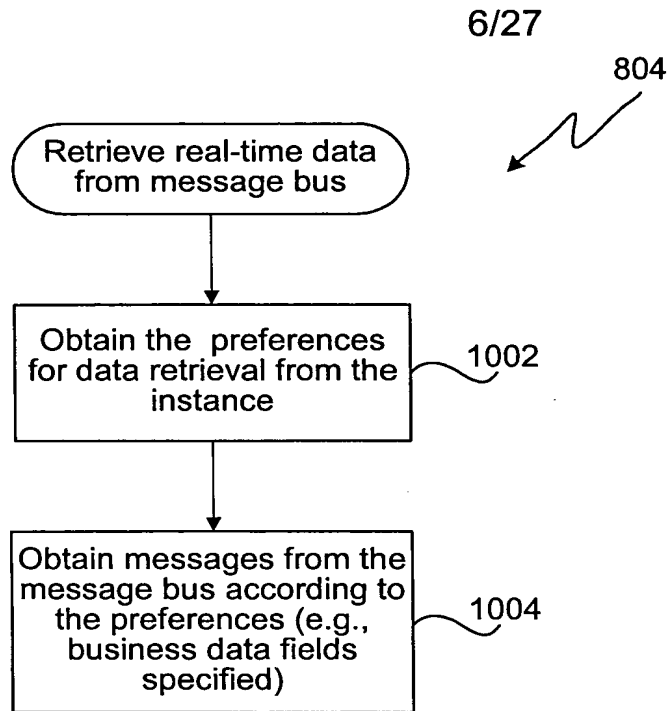


FIG. 10

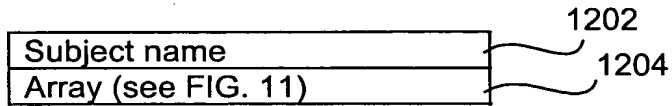
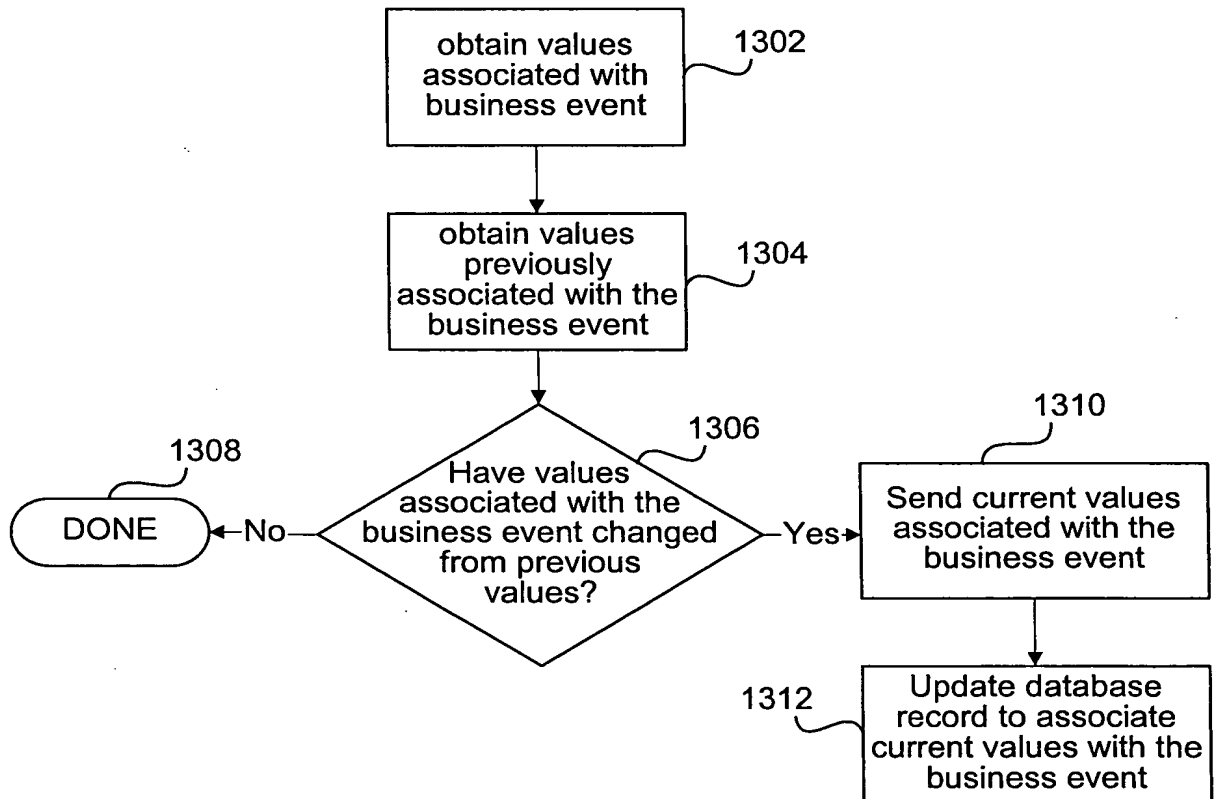
1102

1106

1104

Attribute name	Data type	Attribute value	Attribute #	Metric value flag
Customer	String	"SHOES INC"	1	
Order No.	Integer	42859	2	
Ship date	String	"01/04/01"		
SKU1	Integer	000195		
Number of orders – SKU1	Integer	4		
Inventory level for SKU1	Integer	97		1
SKU2	Integer	000228		
Number of orders – SKU2	Integer	16		
Inventory level for SKU2	Integer	31		2

FIG. 11

**Message****FIG. 12****FIG. 13**

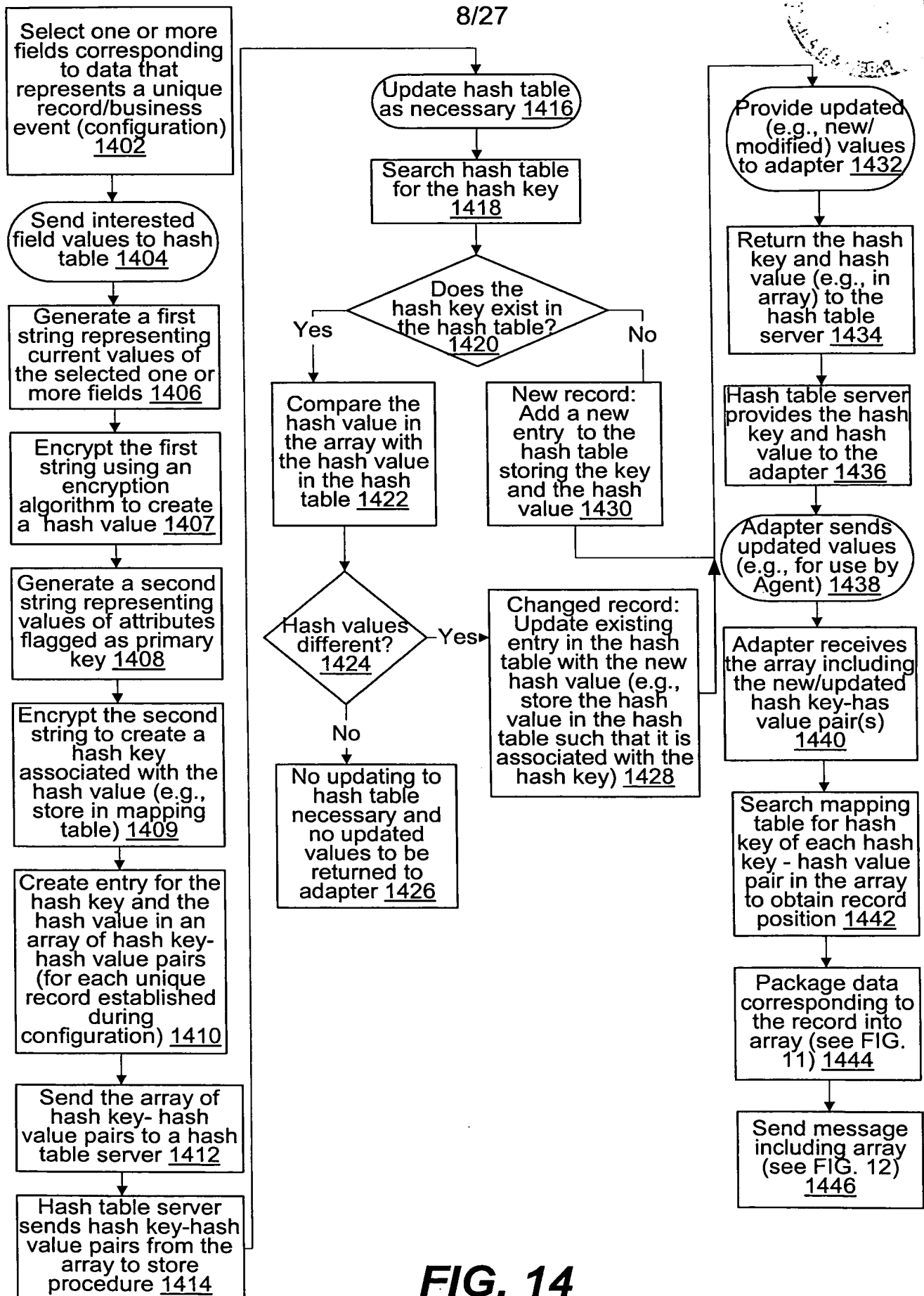
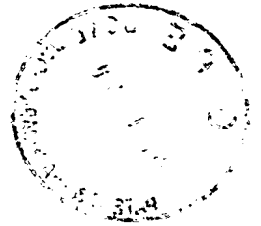


FIG. 14

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Hash key	Hash value
Key 1	String 1
Key 2	String 2

FIG. 15

Hash key	Original record position (e.g., pointer)

FIG. 16

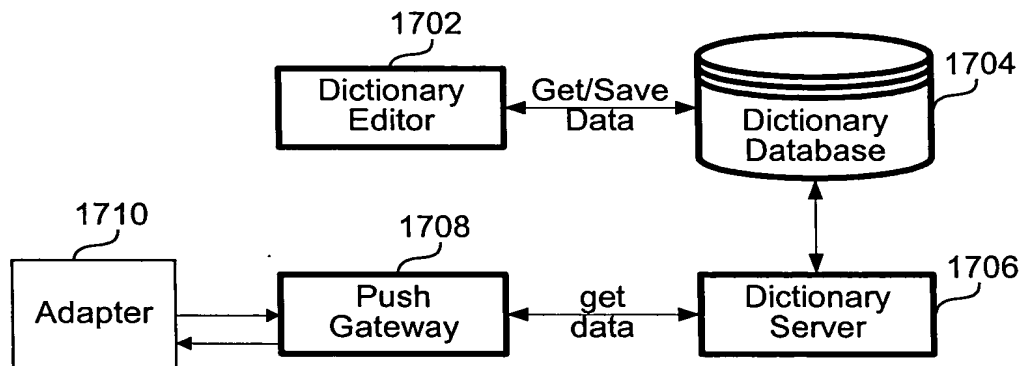


FIG. 17

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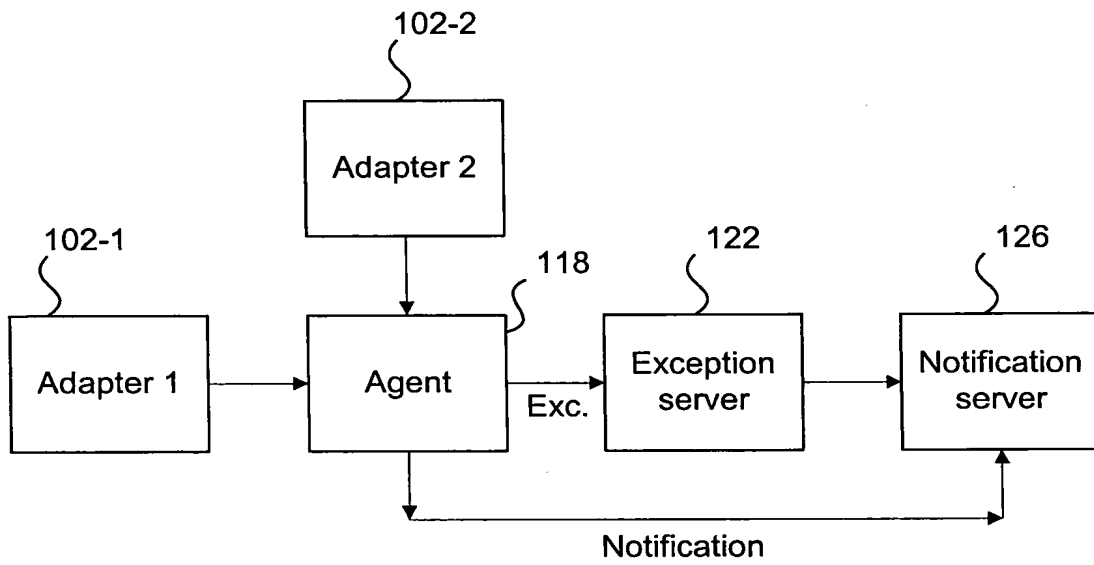


FIG. 18

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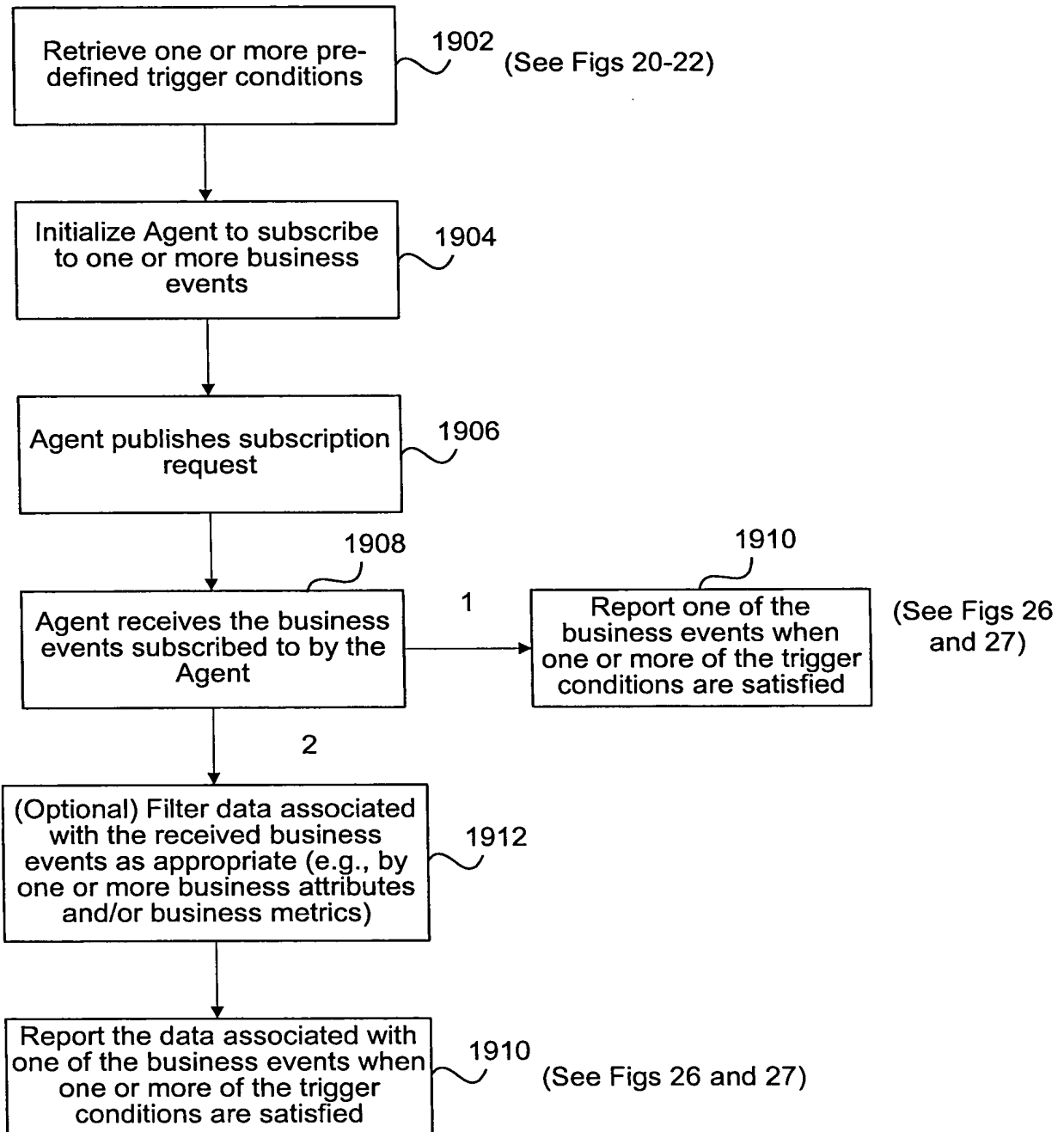


FIG. 19

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Vigilance Monitor Setup - Netscape

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Bookmarks Location: http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=1

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

What's Related

VIGILANCE

New Monitor

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT NOTIFICATION LIST(S)

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]

Vigilance

Customer Management

On-Time Delivery

Sales Order Did Not Ship

Finished Goods Inv Levels

Customer Returns

Sales Order Holds

Sales Order On Hold

Hold Release

Manufacturing Management

Quality

Yield By Operation

Step 1 - Select Monitor Item

Select a Monitor Item on which to base the new Monitor.

If there are any questions regarding the underlying Data Source, SQL Statement, or Database Adapter

Go To:

Beyer Weaver Thomas @ Vigilance Inc.

?

FIG. 20

Vigilance Monitor Setup - Netscape

File

Edit

View

Go

Communicator

Help

Back

Forward

Reload

Home

Search

Netscape

Print

Security

Shop

Stop

Bookmarks

Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?MonitorItem=latestshipment&Step=2>

Instant Message

WebMail

Radio

People

Yellow Pages

Download

Calendar

Channels

What's Related

VIGILANCE

New Monitor

Go To:

Beyer Weaver Thomas @ Vigilance Inc.

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT NOTIFICATION LIST(S)

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]

Monitor Item: Sales Order Did Not Ship

Business Attribute: Order

Enter/Select Attribute Values

Track These Values

[All Values]

Business Attribute: Product Family

Enter/Select Attribute Values

Track These Values

[All Values]

Business Attribute: Plant

Enter/Select Attribute Values

Track These Values

[All Values]

Step 2 - Specify Business Attribute Values

Business Attribute Values are case-sensitive.

Business Attribute Values are optional.

[Select Values]

DiskDrive100

DiskDrive200

HardDrive100

PackagedDrives

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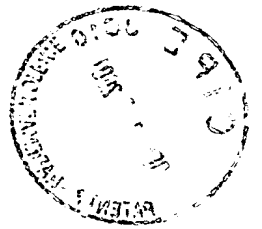
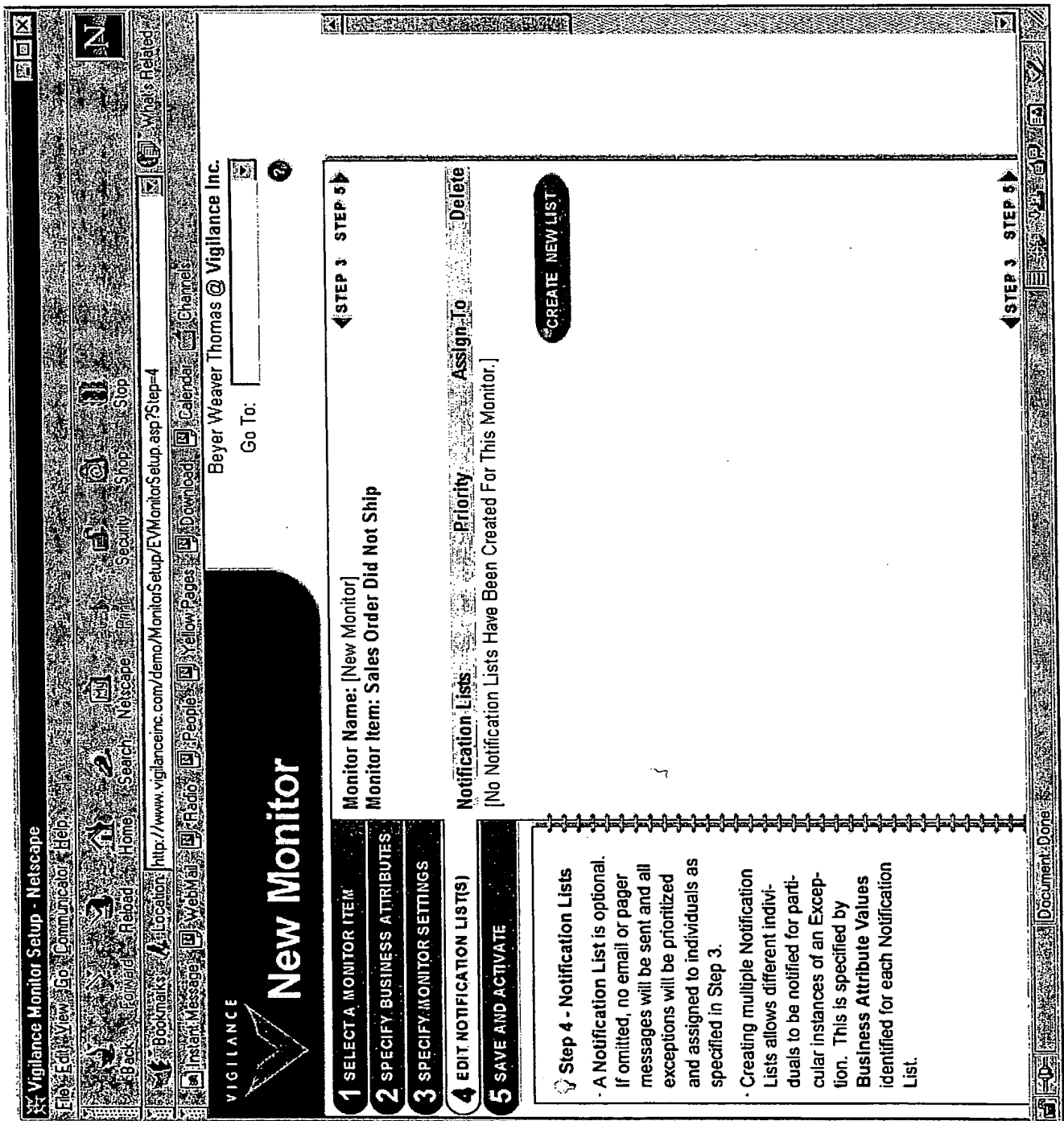


FIG. 21

 Start	 GroupWise Mailbox	 Vigilance Monitor	 Data on Main	 Patents	 AV	 Icon	 Icon	 Icon	 Icon	 Icon	 Icon	 Icon
--	--	--	---	--	---	---	--	---	---	---	---	---

FIG. 23



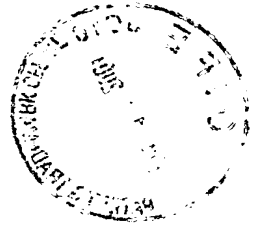


FIG. 24A

Vigilance Monitor Setup - Netscape

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Bookmarks Location http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6

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What's Related

Bayer Weaver Thomas @ Vigilance Inc.

Go To: ?

New Monitor

- 1 SELECT A MONITOR ITEM
- 2 SPECIFY BUSINESS ATTRIBUTES
- 3 SPECIFY MONITOR SETTINGS
- 4 EDIT A NOTIFICATION LIST
- 5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]
Monitor Item: Sales Order Did Not Ship
List Name: [New List]

FINISH LIST

Select Notification Method

☒ E-Mail ☐ Alphanumeric pager ☐ Numeric pager

☐ Disable Notification Grouping for selected users.*

Select Users

Users

Alexander Jeffers
 Amie Wang
 Andy Sawran
 Anessa Katz
 Beyer Weaver Thomas
 Bill Bailey
 Bill Gilster
 Bob Durose
 Brian Clausen

Notification Recipients

Beyer Weaver Thomas(E)

Select Notification Time

☒ At All Times or

☐ From 9 : 00 AM to 5 : 00 PM

Select Notification Days

Document Done

Step 4 - Notification Lists

- A Notification List is optional. If omitted, no email or pager messages will be sent and all exceptions will be prioritized and assigned to individuals as specified in Step 3.
- Creating multiple Notification Lists allows different individuals to be notified for particular instances of an Exception. This is specified by Business Attribute Values identified for each Notification List.



FIG. 24B

Vigilance Monitor Setup - Netscape
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Bookmarks Location: http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6
Instant Messages WebMail IRadio People Download Yellow Pages Calendar Channels
What's Related

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

Select Notification Days

☒ Everyday or

☐ ☐ M, ☐ Tu, ☐ W, ☐ Th, ☐ F, ☐ Sa, ☐ Su

Select Notification Delay

☒ Notify immediately, no delay.

☐ Notify after days

☐ Notify when Exception Status is Closed

Field Based Notification (Based on Email Address or Alias)

☐ Use Field-Based Notification

☐ [Select One Monitor Item Attribute]

☐ Enable Safety Net [Select One User]

Notification Method:

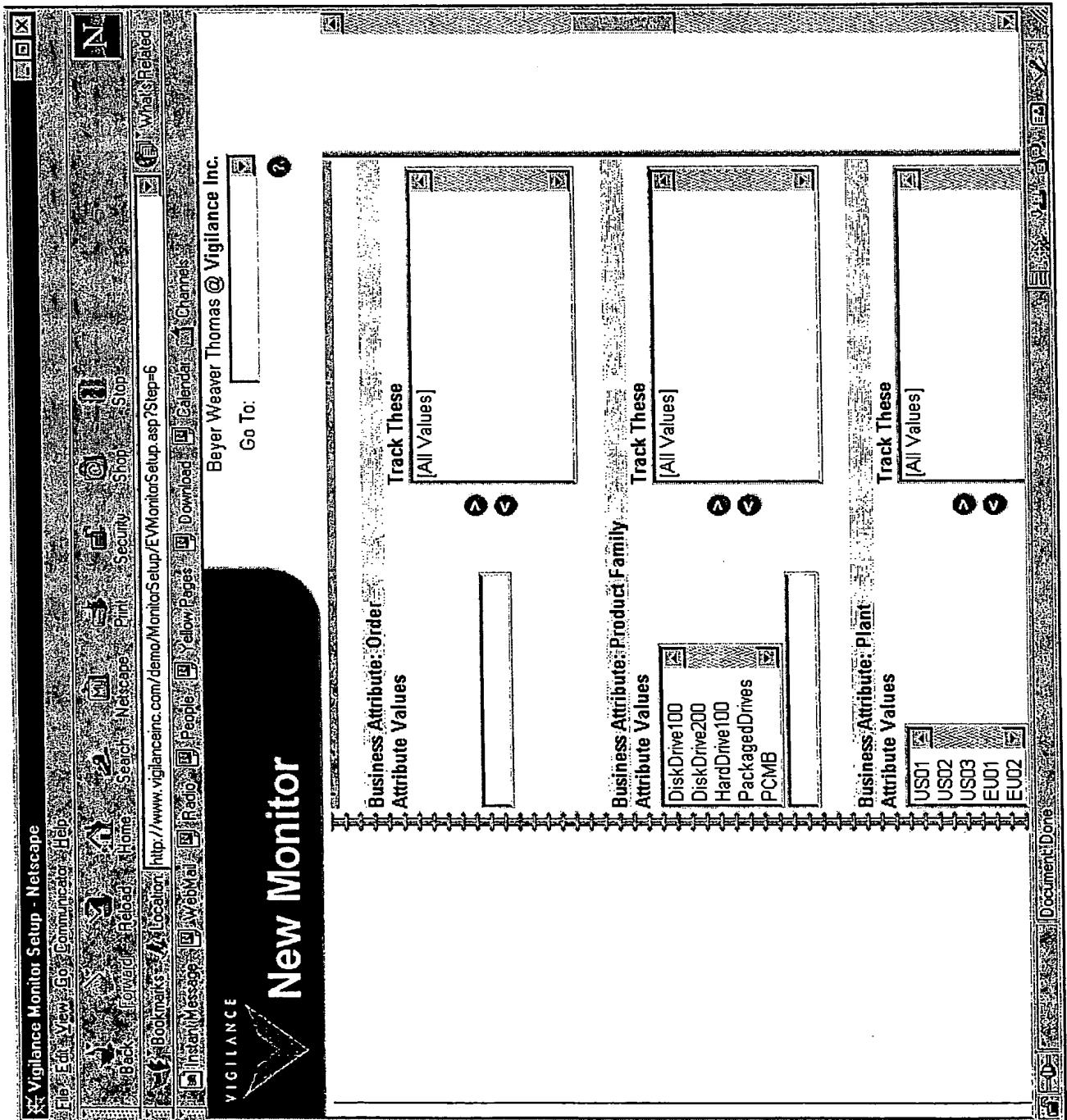
☐ E-Mail ☐ Alphanumeric Pagers ☐ Numeric Pagers

Notify These Recipients For

☐ All exceptions of this monitor

☒ Specific exceptions of this monitor (By Business Attributes)

Document Done



Vigilance Monitor Setup - Netscape

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http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6

Go To:

Beyer Weaver Thomas @ Vigilance Inc.

New Monitor

VIGILANCE

Edit Notification Message

☒ Use Default Message

☐ Customize the Message

Select Exception Properties For This Notification List

Assign to:

Priority:

Name Notification List

Notification List Name

Existing Lists For This Monitor

FINISH LIST

Document Done



FIG. 24E

Vigilance Monitor Setup - Netscape

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Bookmarks Locations http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6

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VIGILANCE

New Monitor

Bayer Weaver Thomas @ Vigilance Inc.

Go To: ?

Edit Notification Message

☐ Use Default Message

☒ Customize the Message

Customize Notification Message

Numeric Pagers

Alphanumeric Pagers

E-Mail

Vigilance has detected a Sales Order Did Not Ship exception with the following characteristics:

Document Done

Vigilance Monitor Setup - Netscape

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Bookmarks Location: <http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?Step=6>

Instant Message WebMail Radio People Yellow Pages Download Calendar Channels

VIGILANCE

New Monitor

Beyer Weaver Thomas @ Vigilance Inc.

Go To:

Select Exception Properties For This Notification List

Priority: Assign to:

Name Notification List

Notification List Name

Existing Lists For This Monitor

FINISH LIST

Document Done

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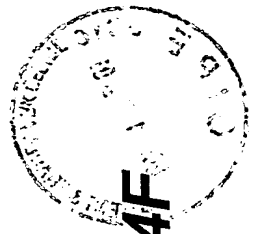


FIG. 24F

Vigilance Monitor Setup - Netscape

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Bookmarks Location: http://www.vigilanceinc.com/demo/MonitorSetup/EVMonitorSetup.asp?step=5

What's Related

New Monitor

Bayer Weaver Thomas @ Vigilance Inc.

Go To:

? ?

1 SELECT A MONITOR ITEM

2 SPECIFY BUSINESS ATTRIBUTES

3 SPECIFY MONITOR SETTINGS

4 EDIT NOTIFICATION LIST(S)

5 SAVE AND ACTIVATE

Monitor Name: [New Monitor]

Monitor Item: Sales Order Did Not Ship

Edit Monitor Details

Monitor Name

Existing Monitors

1stsi - Sales order on hold demo Actual below .4 of forecast CM-BacklogAging-30Day CM-LatePO CM-LateShip-OSD
--

Department (Optional)

Step 5 - Save and Activate

- Choose a Monitor Name that is meaningful and will allow others to determine each Monitor's purpose.
- Descriptive prefixes for Monitor Names are recommended to aid with identification and grouping (e.g. - IM - Lot on Hold > 2 hrs., PA - Goods Receipt <> Invoice Qty., etc.)
- Monitor will take effect the first time the corresponding Database Adapter runs following activation. Consult the Vigilance Dictionary Editor or your Vigilance System Administrator for Adapter run times.

Document Done

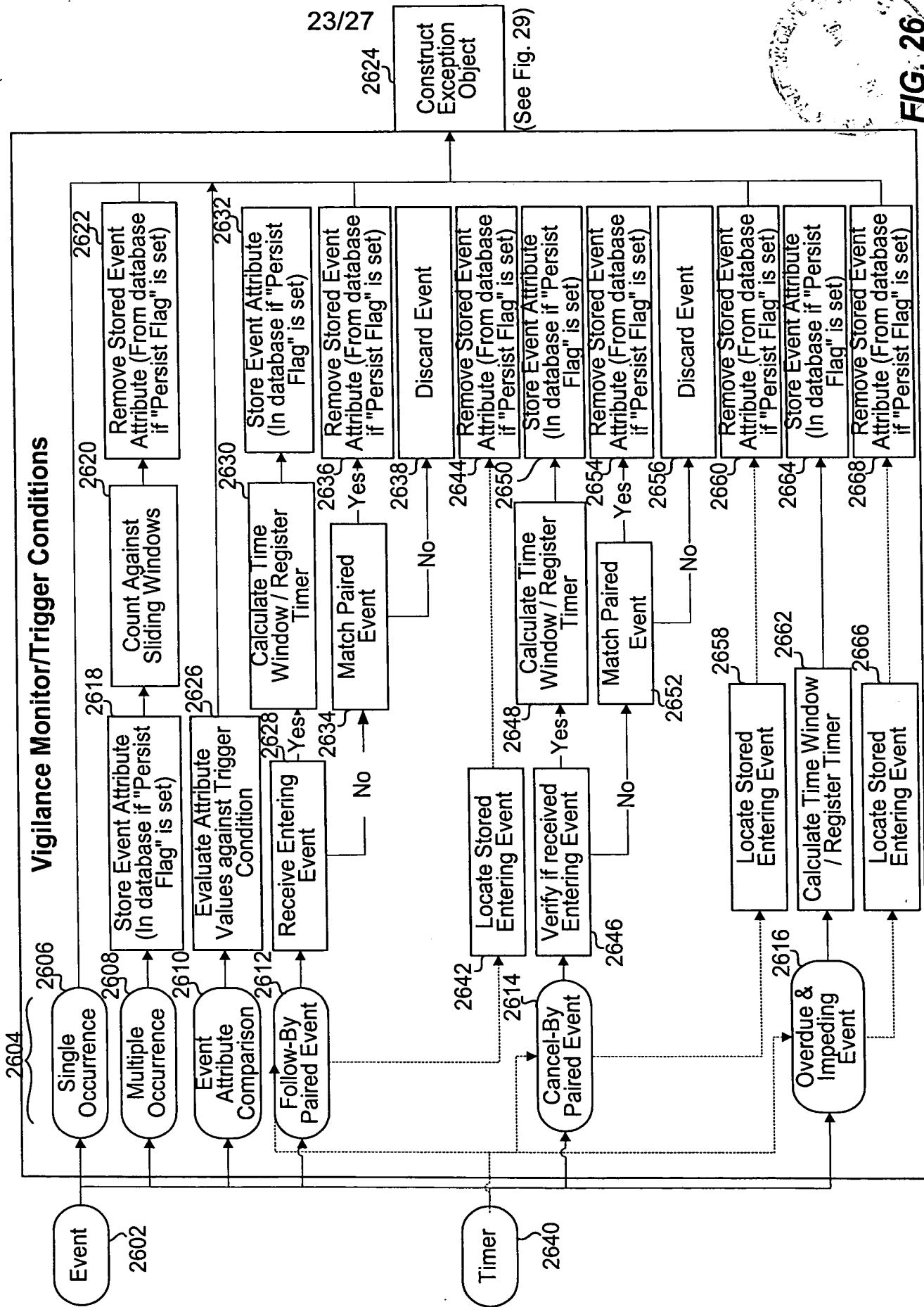
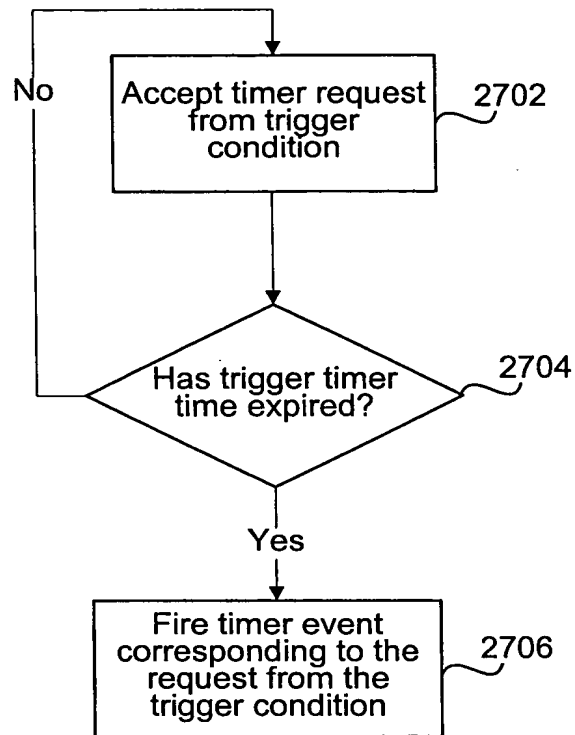


FIG. 26

**FIG. 27**



Monitor object

Monitor Name 2802
Monitor Author 2804
Condition 2806
One or more attributes 2808 (e.g., including one or more values)
Notification 2810
Assignment 2812

FIG. 28

Exception object

Exception identifier 2902	Exception description 2904	Event identifier 2906
Trigger condition 2908	Trigger type 2910	One or more attributes (e.g., business metrics) 2912
One or more attribute values 2914	Monitor name 2916	Monitor item 2918
Notification/exception 2920	Assign to 2922	Priority 2924
Detection time 2926	Analysis 2928	Analysis author 2930

FIG. 29

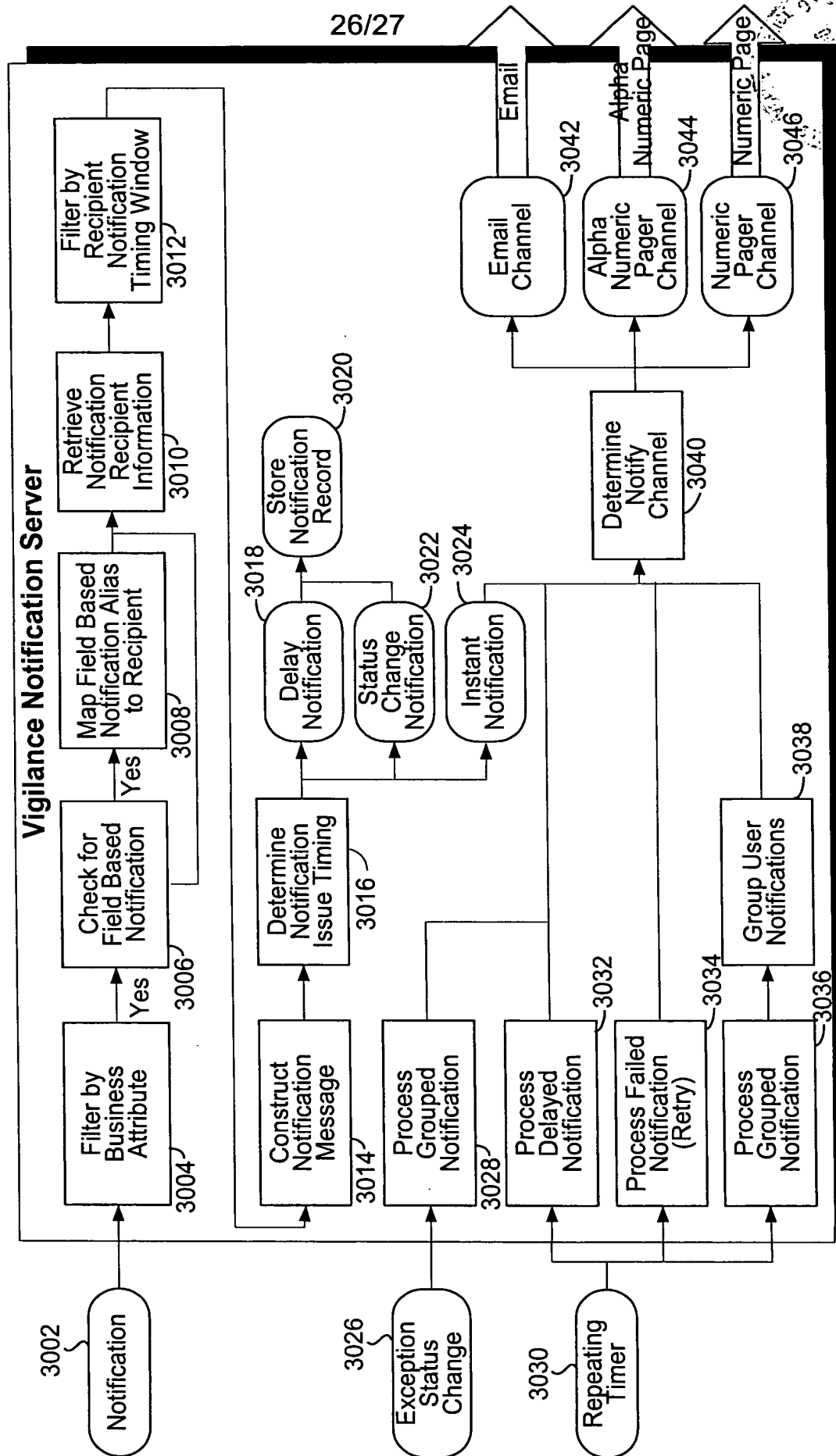


FIG. 30

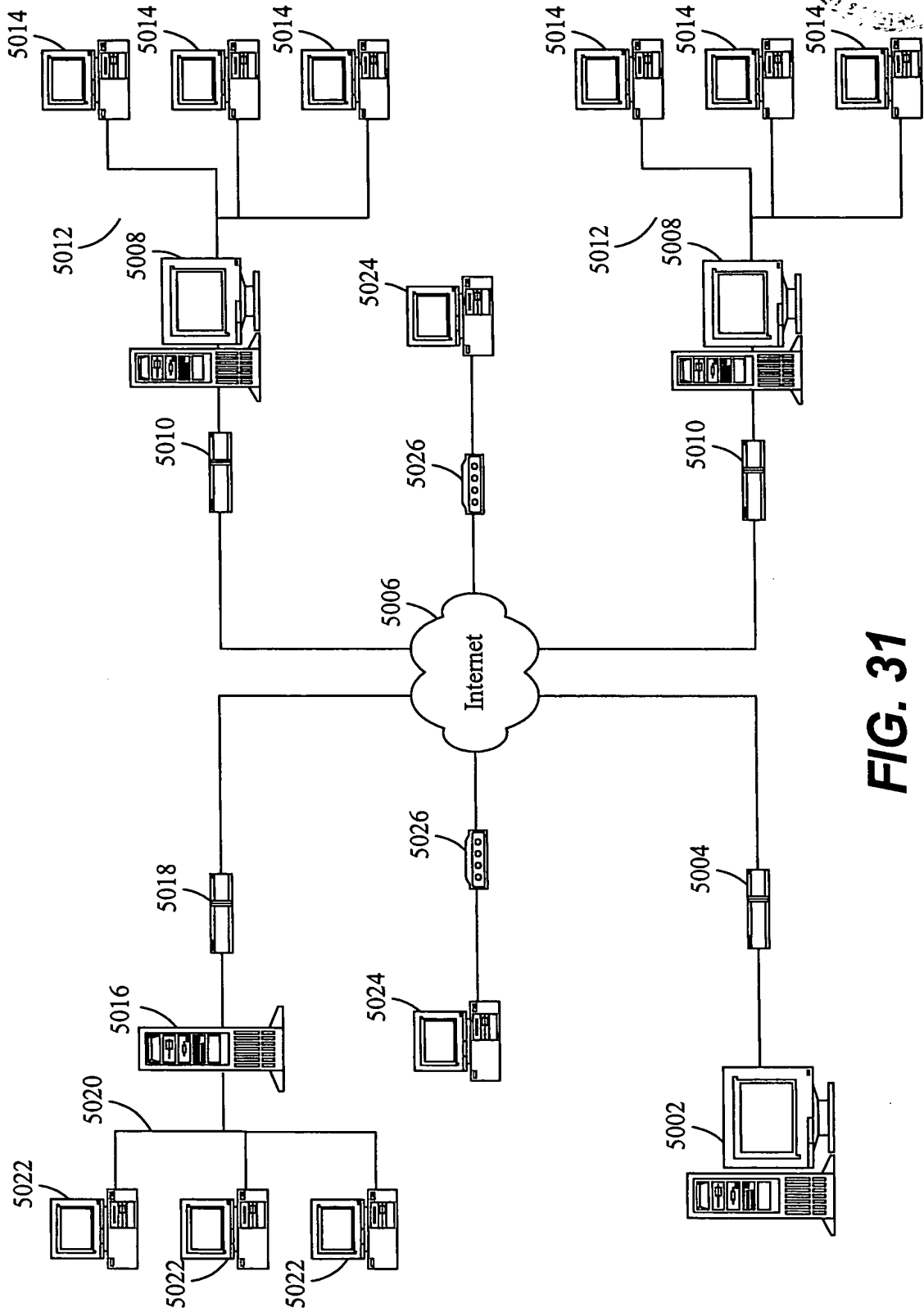


FIG. 31